

What is DMS ?



Daily: *every day.*

Management: *action that changes the natural course of things toward an intended outcome or state.*

System: *a set of connected, inter-dependent practices.*

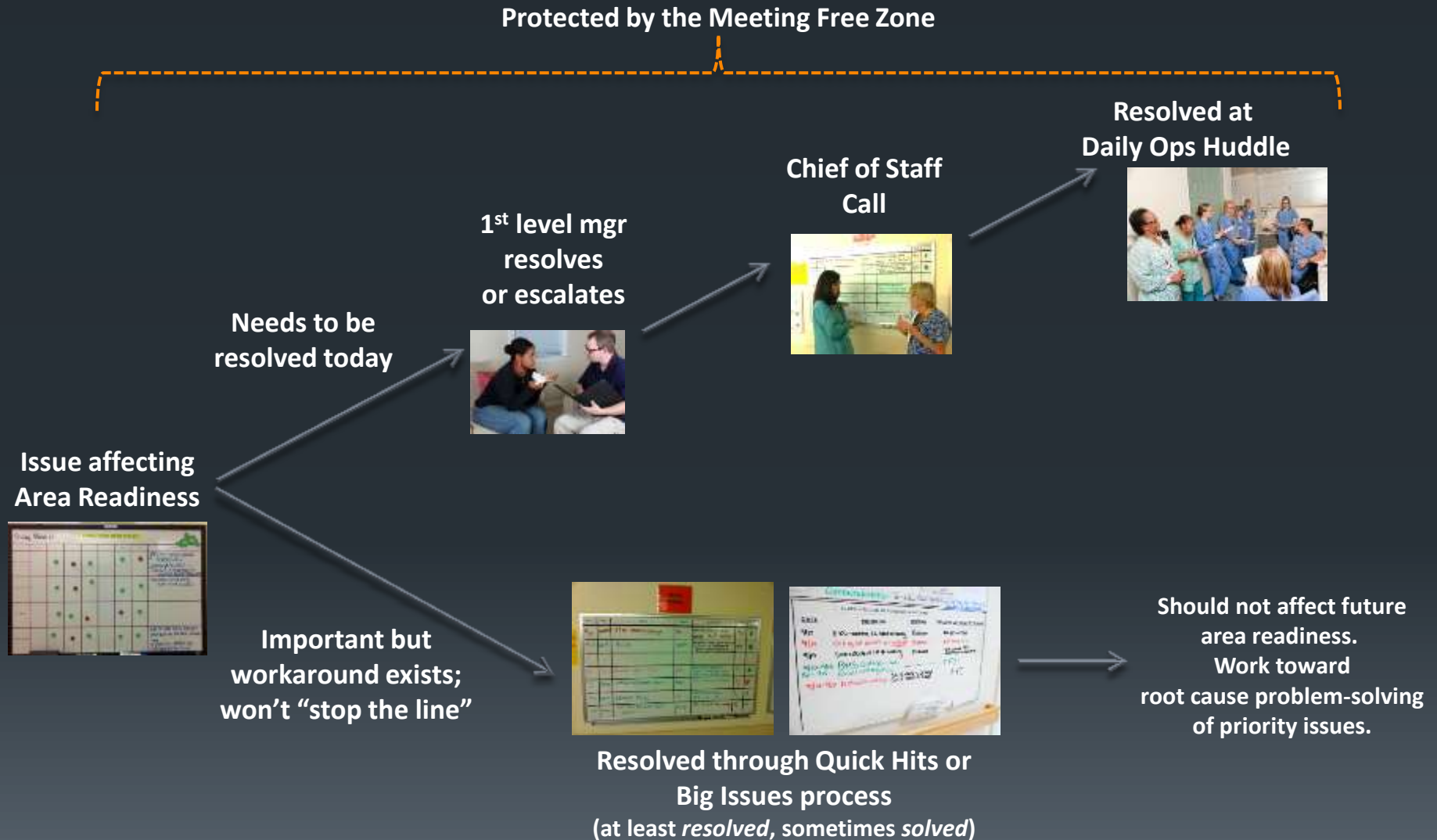
- ✓ A means of ensuring that our work environment is stable & safe
- ✓ A means of reinforcing standard work
- ✓ The way difficulties in meeting standard work are discussed and resolved
- ✓ The way issues are tracked to resolution

What can DMS do for us?

- Improve by removing obstacles and waste we face everyday.
- Support the frontline staff by making it easier for them to do their daily work.
- Actively manage the daily work to produce the intended outcomes.
- Create a basis for continuous improvement.



Area Readiness Flow



Components of DMS



Supports the front line
in **Serving those who Served**

Components of the DMS System

**Leading Continuous
Daily Improvement**



Managing Performance



Maintaining Stability



Establishing Stability

Structure to support DMS

MESS

“What’s getting in the way today?”

The elements of the MESS board support the processes behind it, with a goal of ensuring area readiness and stability of a unit. Remember that the items on the MESS board are ones that need to be resolved *that day* or *that shift*.

1. Define the scope of your operation

2. Define the MESS needs for the areas

- Methods
- Equipment
- Supplies
- Staff



3. Use visual cues (e.g. red/green) to record the check

4. If required, identify the issue and what is being done to resolve it *for that shift*

Quick Hits – “One and done”

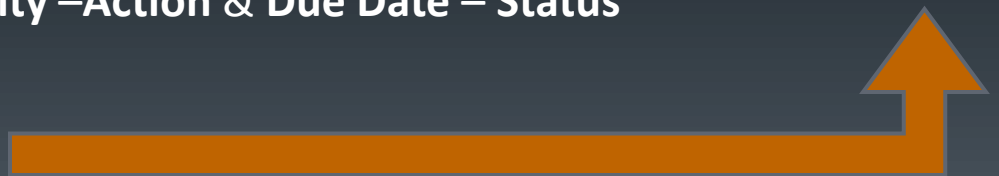
- Structured to track issues and focus on resolution
- Identify the issue and what is being done to resolve it
- They are issues that can be resolved through 1 action

Date	Location	Owner	Issue	Action	Resolve Date	Completed?
22-Aug	SSU	Bev	Patients arriving at appt time, not early enough for admitting	appt with Diane Flynn to write letter to parents	23-Aug	●
22-Aug	SSU	Bev	Who's job is it to ensure pts arrive on time?	Bev to pull and on, email Denise unifying units/policy to keep pts on time	25-Aug	
22-Aug	APU	Bev	green!			●
22-Aug	PAC U	Wendy	Post-op note quick solutions are skewing the overall data	Pause collection of post-op note data, add transportation onto the PACU audits	24-Aug	●
22-Aug	Materials	Nancy	Kanbans red	Nancy to make announcement about Kanban carts	23-Aug	●
22-Aug	SPD	Linda	Kanbans	Work in Progress!	23-Aug	●
22-Aug	OR	Nancy	OR whiteboards unorganized and difficult to read	Reorganize--SPD, OR, Materials	23-Aug	●
22-Aug	Scheduling	Emily	Cardiac scheduling patients within frozen period	Decipher how to track Cardiac pts	23-Aug	●
22-Aug	PAC	May Jung	no quick hits			●

- Includes **Date – Issue – Responsibility –Action & Due Date – Status**

- Use visual cues (e.g. **red/green**)

- Easy to access, easy to use, easy to see, easy to understand at a glance



Big Issues

Many steps to address issue.....aka complex issue

Big Issues Board

1. Set up Board Headers

Should include

- Date – Issue – Responsibility
- Next Milestone & Due Date
- Status

2. Identify the issue and owner

Only one Big Issue assigned to any one person at a time

3. Track what is being done to resolve the issue

4.. Use visual cues (e.g. red/green)

DATE	AREA	ISSUE	OWNER	MILESTONE	TARGET	STATUS
4/24	Network	O & M - Weekend coverage	Joe	Weekend coverage starts including 9/3 11:30 PM	9/3	Green
8/24	IT	2nd Late	David	Personnel received from Scott Galt. Launch next day. Sing Change for January 2008. Confirmed in March. Approved. Paid before Sep 1	9/4	Green
4/1	IT	Revenue Link - in force	Rev	Meet & learn. Review the details. Identify gaps. Review current & future plans	9/1	Green
7/6	Person	Continuous Improvement Teams	Harvey	Communicate to Teams	9/6	Red
8/26	IT	Infrastructure Process	Web	Create definition for the process. Review	9/1	Green
100	Network	Case - case duplicate piece (report)	Emily	Over the line to spec reports	9/1	Green

Meaningful Metrics



Emergency Dept. Example

- Patient Satisfaction Scores
- Length of Stays
- Door-to-Doc Times
- Doctor to Decision Time
- Decision to Discharge Time
- Left Without Being Seen (LWBS)
- Waiting times
- Patient Safety
- Equipment damaged or not working

